



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

483⁵¹

Dated, the

30/06/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/303/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Hemanta Kumar Behera, At-Bargaon, Po-Saintala, Dist-Bolangir		912422061910	9439145908																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	04.06.2025																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				1. Agreement/Termination	2. Billing Disputes	√	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																		
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8	Date(s) of Hearing	19.06.2025																											
9	Date of Order	30.06.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - Sri Hemanta Kumar Behera
For the Respondent - Sri Rakesh Ku. Mishra, Jr. Accountant (Auth. Rep.)

Complaint Case No. BGR/303/2025

Sri Hemanta Kumar Behera,
At-Bargaon, Po-Saintala,
Dist-Bolangir
Con. No. 912422061910

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Saintala

OPPOSITE PARTY

ORDER
(Dt.30.06.2025)

During hearing on dt.19.06.2025 the Complainant Sri Hemanta Kumar Behera appeared before the Forum in person whereas Sri Rakesh Kumar Mishra, Jr. Accountant, Electrical Sub-Division, TPWODL, Saintala appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 912422061910 in his written petition dt.23.05.2025 stated that he owns a residential house at village Bargaon under Saintala Sub-Division where power supply was actually given during February'2025, but surprisingly an erroneous bill for 51 (fifty one) months has been raised against him showing the same from dt.01.01.2021 resulting a dues of Rs.16960.08ps. He therefore requested before the Forum for correction of such wrong billing and withdrawal of the amount of Rs.16960.08ps so raised against him.

On the other hand the opposite party submitted a billing abstract with a PVR and written version. The documents so produced confirm that the actual date of power supply to the premises is from dt.07.02.2025 instead of dt.01.01.2021. He therefore requested the Forum for withdrawal of the wrong billing done to him from dt.01.01.2021 and pass the order accordingly.

The Forum after going through all the relevant records placed before it observed that;

1. The CD of the premises is of 1.00 KW under domestic load.
2. The power supply wrongly recorded as dt.01.01.2021 is actually incorrect which has been corrected to be dt.07.02.2025.
3. The wrong provisional billing raised for 3756 units during March'2025 from the defective meter bearing no. 6024177 amounting to Rs.16960.08ps needs to be withdrawn.
4. A new meter bearing Sl. No. TWB352459 is seen to have been replaced on dt.16.04.2025 (as per version).
5. The PVR so submitted also confirms that the power supply has actually been given on dt.07.02.2025 and the data base being incorrectly recorded as January'2021.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Keeping all above facts in view the Forum is of the opinion for withdrawal of the wrong billing done against the consumer for an exorbitant amount of Rs.16960.08ps and pass the order that;

The wrong billing done against the consumer for Rs.16960.08ps is to be withdrawn with immediate effect.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Hemanta Kumar Behera, At-Bargaon, Po-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."